

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

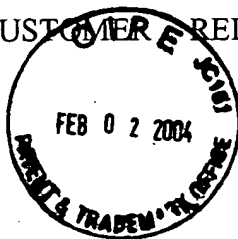
Applicant: Mark Angel et al.

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

Docket No.: 1546.013US1

Filed: February 21, 2002

Examiner: Unknown



Serial No.: 10/081125

Due Date: N/A

Group Art Unit: 2161

#35
2-18-04 2161
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FEB 11 2004

GROUP 3600

Commissioner for Patents
P.O. Box 1450
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We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ A Supplemental Information Disclosure Statement (2 pgs.), Form 1449 (3 pgs.), and copies of 46 cited documents.

If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: Suneel Arora
Atty: Suneel Arora
Reg. No. 42,267

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 30 day of January, 2004.

JASON D. SMITH
Name

[Signature]
Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
(GENERAL)

S/N 10/081125



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Mark Angel et al.	Examiner:	Unknown
Serial No.:	10/081125	Group Art Unit:	2161
Filed:	February 21, 2002	Docket:	1546.013US1
Title:	DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS		

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Supplemental Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants request that a copy of the 1449 form, initialed as being considered by the Examiner, be returned to the Applicants with the next official communication.

Pursuant to 37 C.F.R. §1.97(b), it is believed that no fee or statement is required with the Supplemental Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge the required fees to Deposit Account No. 19-0743 in order to have this Supplemental Information Disclosure Statement considered.

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Serial No :10/081125

Filing Date: February 21, 2002

Title: DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS

Page 2

Dkt: 1546.013US1


The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

Respectfully submitted,

MARK ANGEL ET AL.

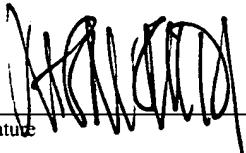
By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
P.O. Box 2938
Minneapolis, MN 55402
(612) 373-6951

Date January 29, 2004 By 
Suneel Arora
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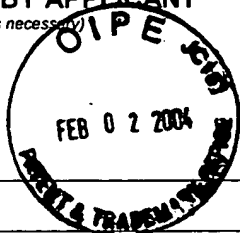
JASON D. SMITH
Name


Signature

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Completes if Known

Application Number	10/081125
Filing Date	February 21, 2002
First Named Inventor	Mark Angel
Group Art Unit	2161
Examiner Name	Unknown

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Sheet 1 of 3

Attorney Docket No: 1546.013US1

US PATENT DOCUMENTS

Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
	US-4,918,621	04/17/1990	Nado, R., et al.	364	513	12/13/1988
	US-5,309,359	05/03/1994	Katz, et al.	364	419.19	08/16/1990
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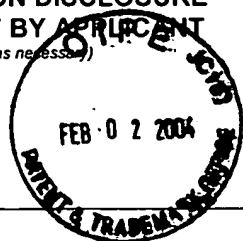
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Substitute Disclosure Statement Form (PTO-1449)

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional) 2 Applicant is to place a check mark here if English language Translation is attached

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Application Number	10/081125
Filing Date	February 21, 2002
First Named Inventor	Mark Angel
Group Art Unit	2161
Examiner Name	Unknown

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Sheet 2 of 3

Attorney Docket No: 1546.013US1

	US-6,434,550	08/13/2002	Warner, D., et al.	707	3	04/14/2000
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T ²
	WO-97/38378	10/16/1997	Kirk, Thomas	G06F	17/30	
	WO-99/18526	04/15/1999	Ferguson, D., et al.	G06F 17/30	17/24	

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		"(Kanisa) Intelligized Business Processes", (1998),12 pgs	
		"About the Information Manifold", <u>web page</u> , 1 pg.	
		"FAQ - Connect Care by ProAmerica", (1998),3 pgs	
		"IBM Version 2 - Intelligent Miner for Data", (1998),2 pgs	
		"IBM Version 2.1 - Intelligent Miner for Data", (1998),2 pgs	
		"IBM's Data Mining Technology", (1996),25 pgs	
		"Industry Solutions: Markets and Applications", (11/19/1998),3 pgs	
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		"Kana Communications - Success Story: Netscape", 4 pgs	
		"ProAmerica Connect Care - The First Customer Care Software", 12 pgs	
		"ProAmerica Redefines Customer Care with Visual Warehouse", <u>IBM</u> , (Feb. 1998),2 pgs	
		"Quality Connect", <u>Web Page</u> , (1998),	
		"Sales Connect", <u>Web Page</u> , (1998),	
		"SCM - Theory of Customer Care, ProAmerica", (1996),28 pgs	
		"Support Connect", <u>Web Page</u> , (1998),	

EXAMINER**DATE CONSIDERED**

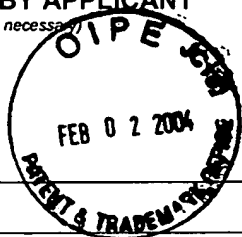
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STATEMENT BY APPLICANT**

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Examiner Name	Unknown

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Sheet 3 of 3

Attorney Docket No: 1546.013US1

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		"Survey Connect", <u>Web Page</u> , (1998),	
		"Using the Intelligent Miner in a Simple Scenario", <u>Version 2.1.1, IBM</u> , (April 1998), 35 pgs	
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		MAGENNIS, MARK, "The Potential and Actual Effectiveness of Interactive Query Expansion", <u>Annual Int'l. ACN-SIGIR Conf. on Research and Development in Information Retrieval</u> , (1997), 324-332	
		STODDER, DAVID, "Toward Universal Business Intelligence: An Interview with Janet Perna", (1997), 6 pgs	
		WONG, JACQUELINE W., "Action: Automatic Classification for Full-Text Documents", <u>Association of Computing Machinery SIGIR Forum</u> , 30, (1996), 26-41	

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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional) 2 Applicant is to place a check mark here if English language Translation is attached